# ActiveX Settings for Internet Explorer 6.0 or Higher

If you are having problems accessing the VeriSign Digital ID Center website or completing registration for a digital certificate, try the following:

NOTE
YOU MAY NEED THE ASSISTANCE OF YOUR SYSTEM ADMINISTRATOR TO FOLLOW SOME OR ALL OF THE STEPS BELOW.

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1. When attempting to load the VeriSign Digital ID Center website at **https://onsite.verisign.com/services/FederalTradeCommissionOfficeofInformationTechnologyManagementOSB/digitalidCenter.htm,** you may have seen a **Security Warning** dialog indicating that the program has been digitally signed by Microsoft. (If you did not see this dialog, please see go to step 2 below.) This program is required to apply for and download a digital certificate and is safe to run on your computer, and its authenticity is proven by the digital signature on the program which was verified when you saw the dialog. **You need to choose to run the Enrollment ActiveX control when the Security Warning dialog appears**.

2. ActiveX must be enabled and Active Content must be set to "on" for your computer in order to apply for and download a certificate. To enable ActiveX in Internet Explorer, go to **Tools – Internet Options** and click the **Security** tab. Click the **Custom Level** button. Under the **ActiveX controls and plug-ins** section, set all ActiveX entries to **Enable**. Click **OK**.
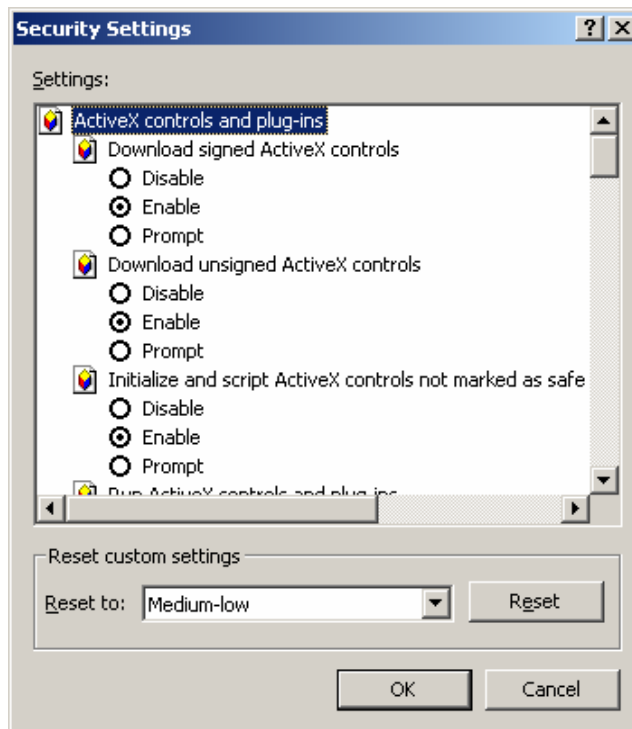
Close your browser. Re-open your browser, navigate to the VeriSign Digital ID Center website, and you should see the **Security Warning** from step 1.

3. If you still have problems after trying the above procedure, ActiveX controls may not be installed. If you are running Windows 2000 or Windows XP, your system administrator can install ActiveX controls by running the executable file (OnSite MSI package) found at https://www.hsr.gov/tools/OnSiteMSI.msi. After the install is complete, reboot your machine and try step 2 again.

4. If you are using Windows Vista: If you are using Windows Vista and Internet Explorer 7, "ActiveX Opt-In" feature on Vista has disabled ActiveX controls on the system. The page you want to visit requires your approval to run the ActiveX Control. Please turn on ActiveX by going to the "Security Setting" tab in the "Internet Options" dialog of the "View" menu.

5. After the digital certificate is successfully installed, you may disable the settings for ActiveX that you enabled in steps 2 or 4 above.